

Trends Report

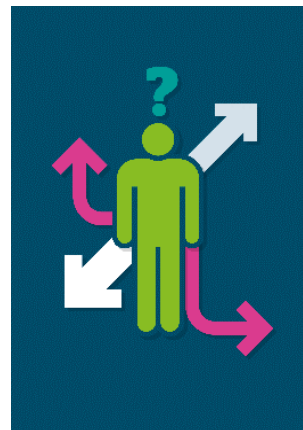
October 2017 to March 2018

Health and Wellbeing Board - 21 June 2018

The Highlights



We received 633 pieces of feedback about services from local people



We signposted 180 people to services from more than 32 organisations



We published reports on:

- GP Practices

We carried out projects on:

- Mental Health Crisis

- Local Voices Fund

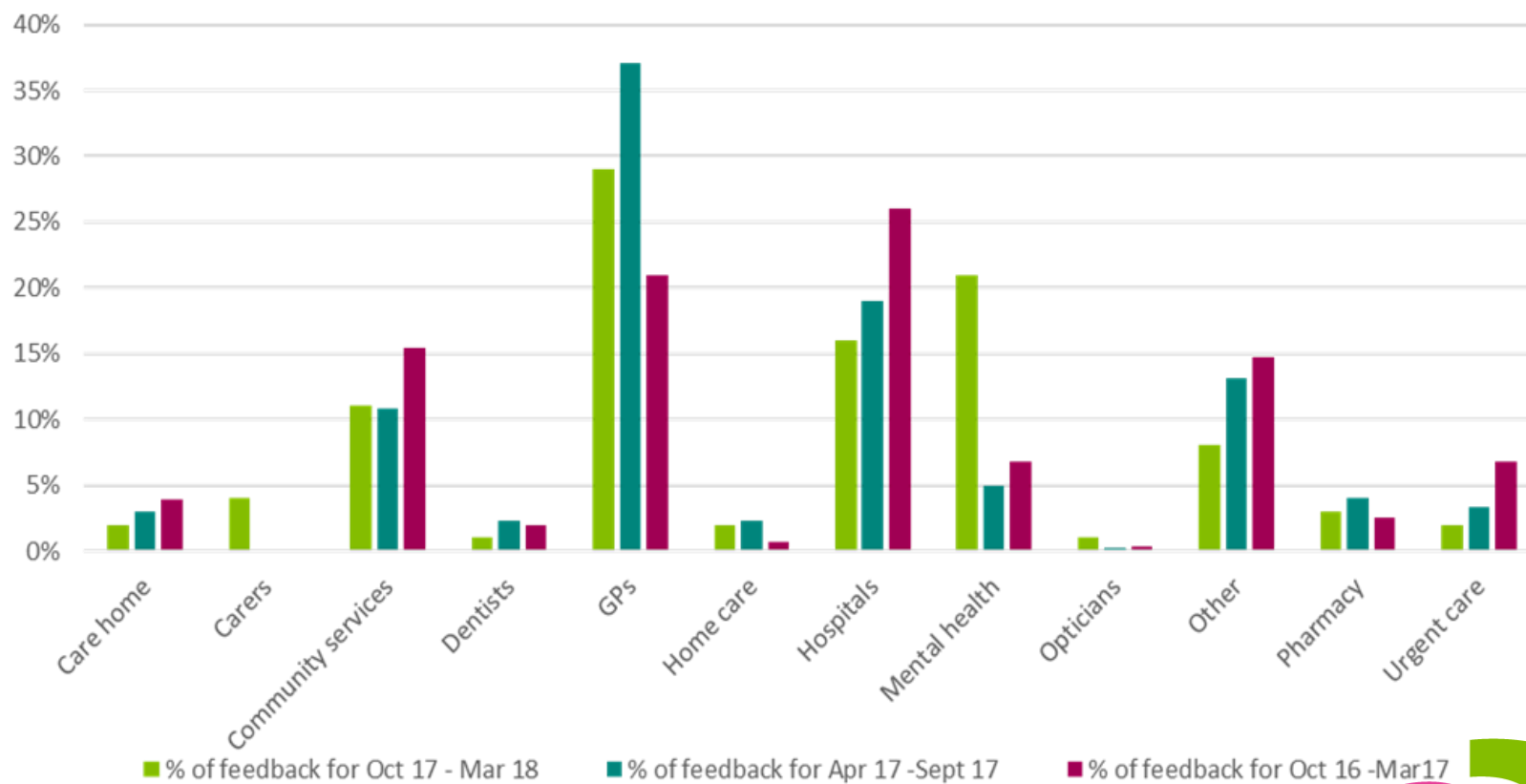


We talked to 604 people at 43 engagement activities

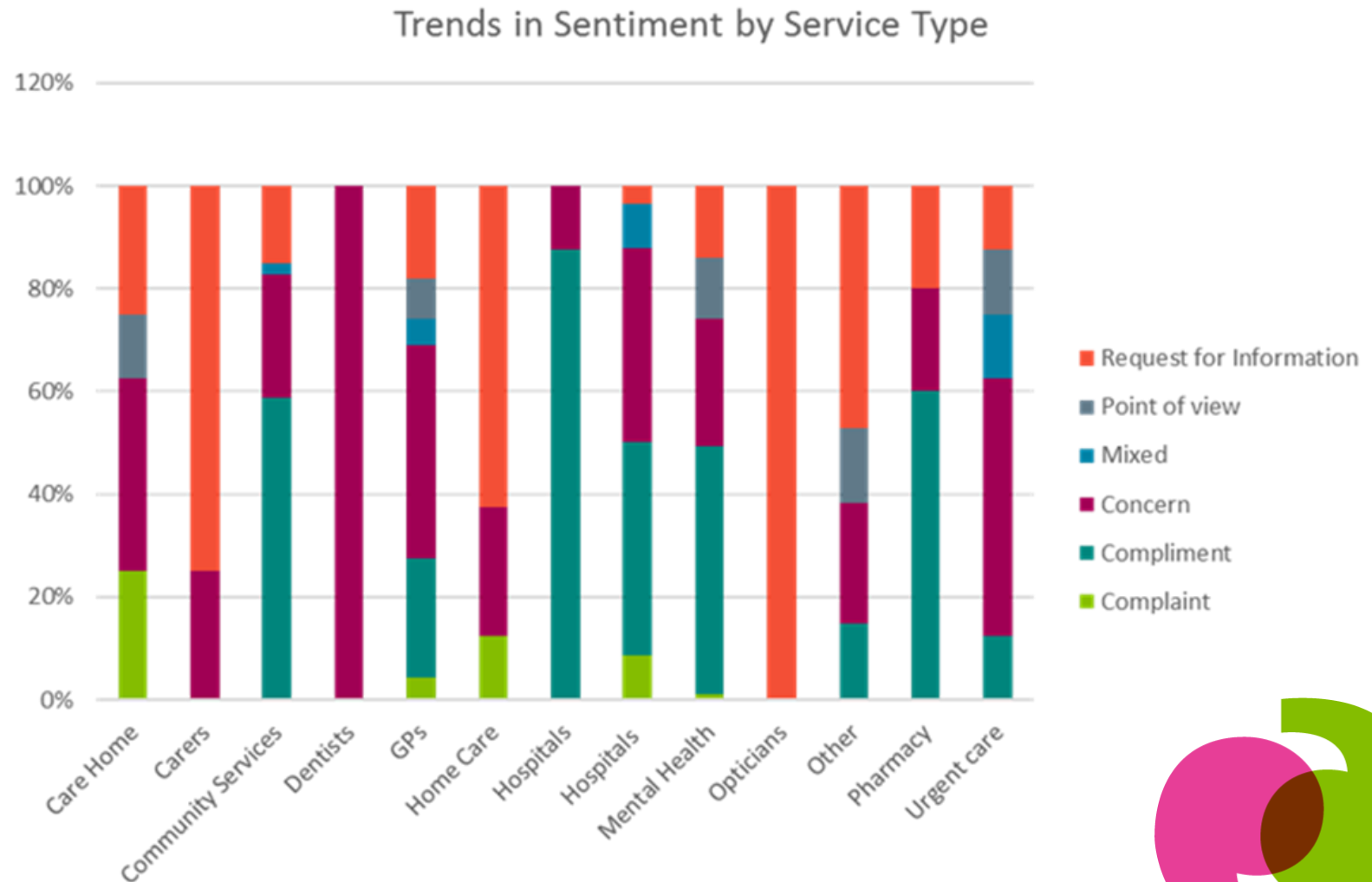


What people have told us about

Trends in Feedback by Service Type



What people have told us about



Key trends

- 6 GPs - Good experiences of the quality of care
- 6 GPs - Negative feedback largely continued to be related to accessing appointments
- 6 Mental health services - increase in the feedback about poor care and treatment
- 6 VCS mental health support - increase in positive feedback
- 6 Hospitals - satisfied with the quality of care they receive
- 6 Hospitals - increase in positive feedback about staff attitude
- 6 Care Plus - overwhelmingly positive, service users value the support and approach to their care



Current projects

We use the feedback we receive to identify the specific areas of focus for our projects. We are currently working on projects about:

- People's experiences of using mental health services when experiencing a crisis
- GP Digest
- Local Voices Fund
- Carers
- Mental Health Support Leaflet



Future projects

Over the next 6 month period we plan to bring those existing projects to a conclusion and begin to focus on:

- People's experiences of hospital discharge
- GP Digest
- Enter and View pilot at GP surgery's
- Our Annual Report
- Targeted engagement with seldom heard groups



Any Questions?

Find our full report and further info at:
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